


# **2003 STATEWIDE CONSUMER SURVEY**

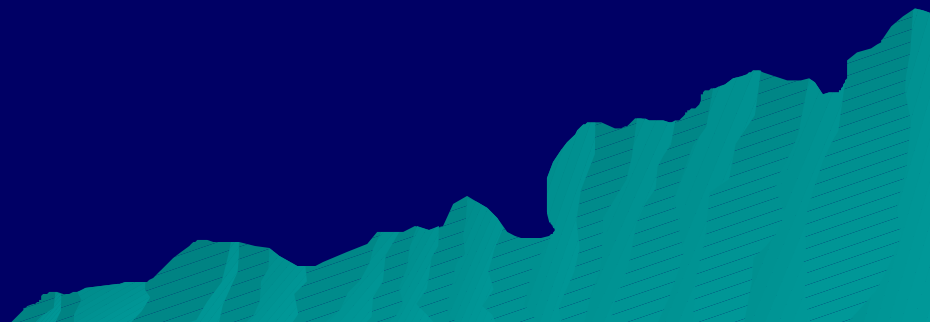
**(Survey Period: April through May 2003)**

**Focus: Pinal & Gila Counties**

**Arizona Department of Health Services  
Division of Behavioral Health Services  
March 2004**

A stylized, teal-colored mountain range graphic is located in the bottom right corner of the slide. The mountains are depicted with simple, jagged outlines and some internal shading to suggest depth and texture.


# STATEWIDE RESULTS



# SURVEY HIGHLIGHTS

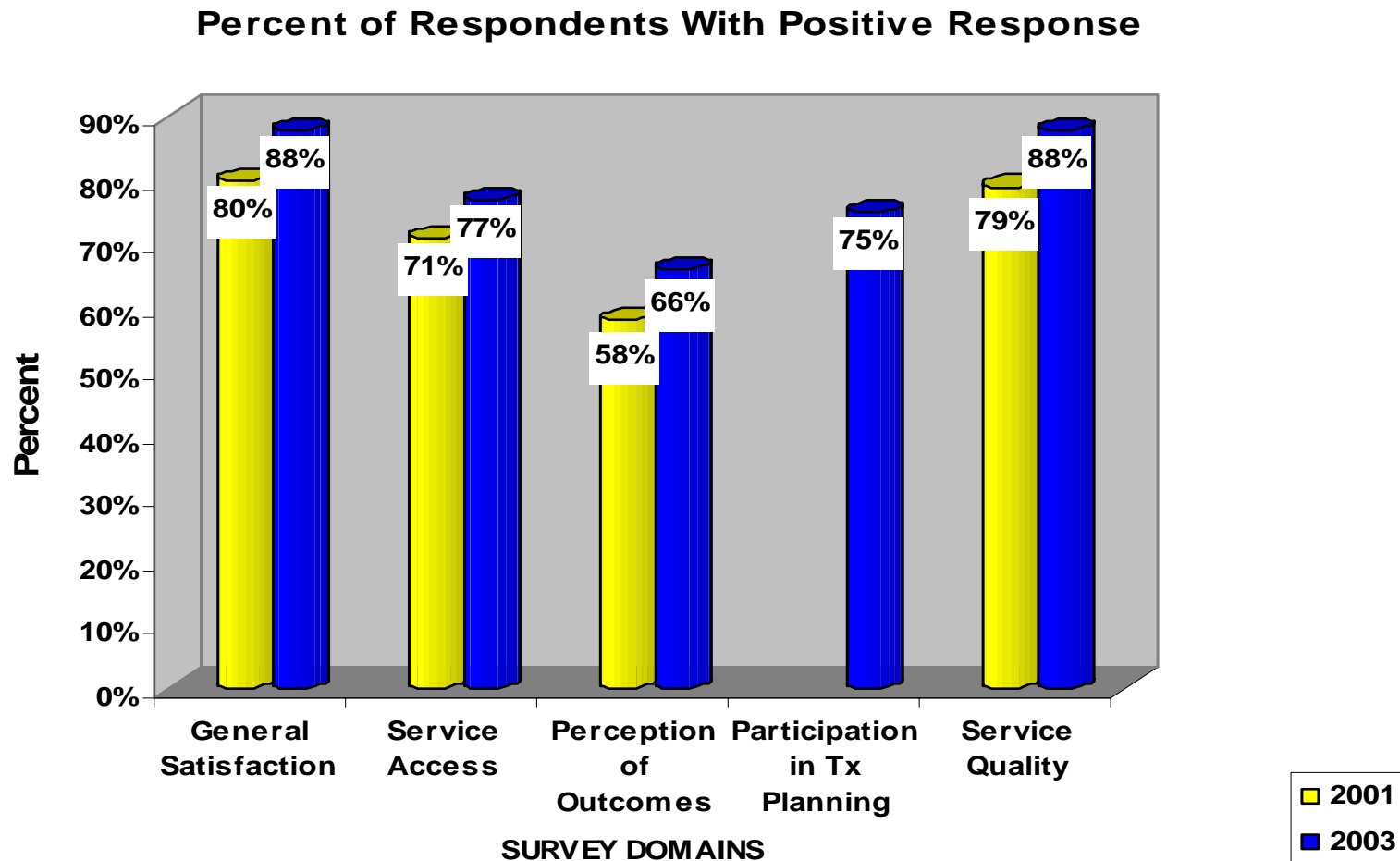
- ◆ Improved consumer participation:
  - In terms of response rate
    - ◆ Adult: 78% compared to 19% in 2001
    - ◆ Families: 79% compared to 14% in 2001
  - In terms of volume
    - ◆ Adult: n=1,996 compared to n=1,356 in 2001
    - ◆ Families: n=1,783 compared to n=394 in 2001
- ◆ Improved percentage of clients responding positively on all survey domains
- ◆ Improved percentage of clients responding positively across all survey items
- ◆ High percentage of respondents provided written comments (adults - 94%; Families - 97%)

# **SURVEY METHODOLOGY**

- ◆ **Random sample of pre-selected enrolled population receiving services at time of survey and met the survey eligibility criteria**
  - ◆ **Surveys were distributed by non-treatment staff at the provider level upon check-in by client for appointment**
  - ◆ **Respondents completed the survey prior to their appointment and used drop-box provided on site**
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- A stylized teal mountain range graphic is located in the bottom right corner of the slide, featuring jagged peaks and a textured, layered appearance.

# OVERALL FINDINGS

## Adult Consumer Survey

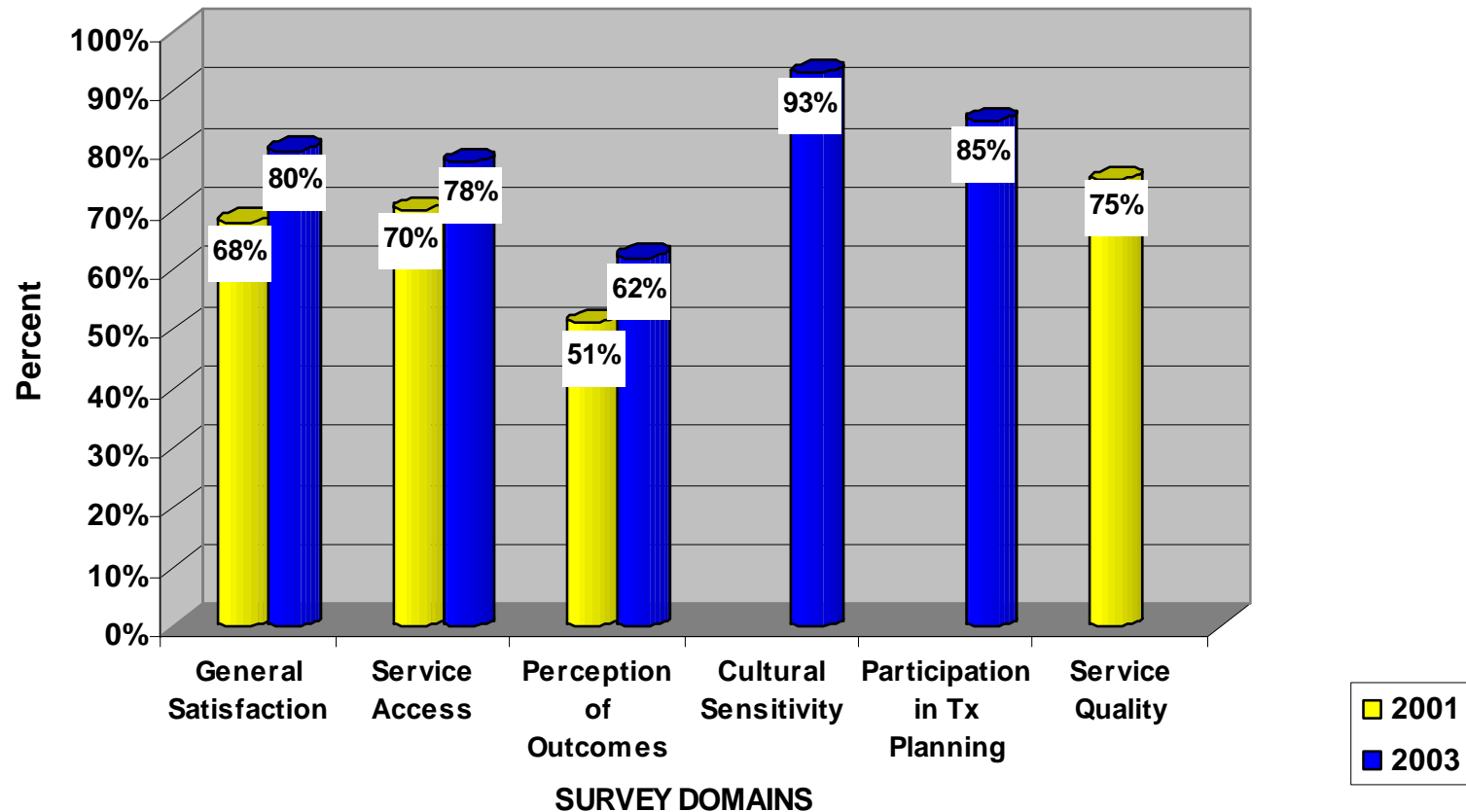


- ◆ Participation in Treatment Planning domain was included in Service Quality Domain in 2001 and was separated out for 2003.

# OVERALL FINDINGS

## Youth Services Survey for Families

Percent of Respondents With Positive Response

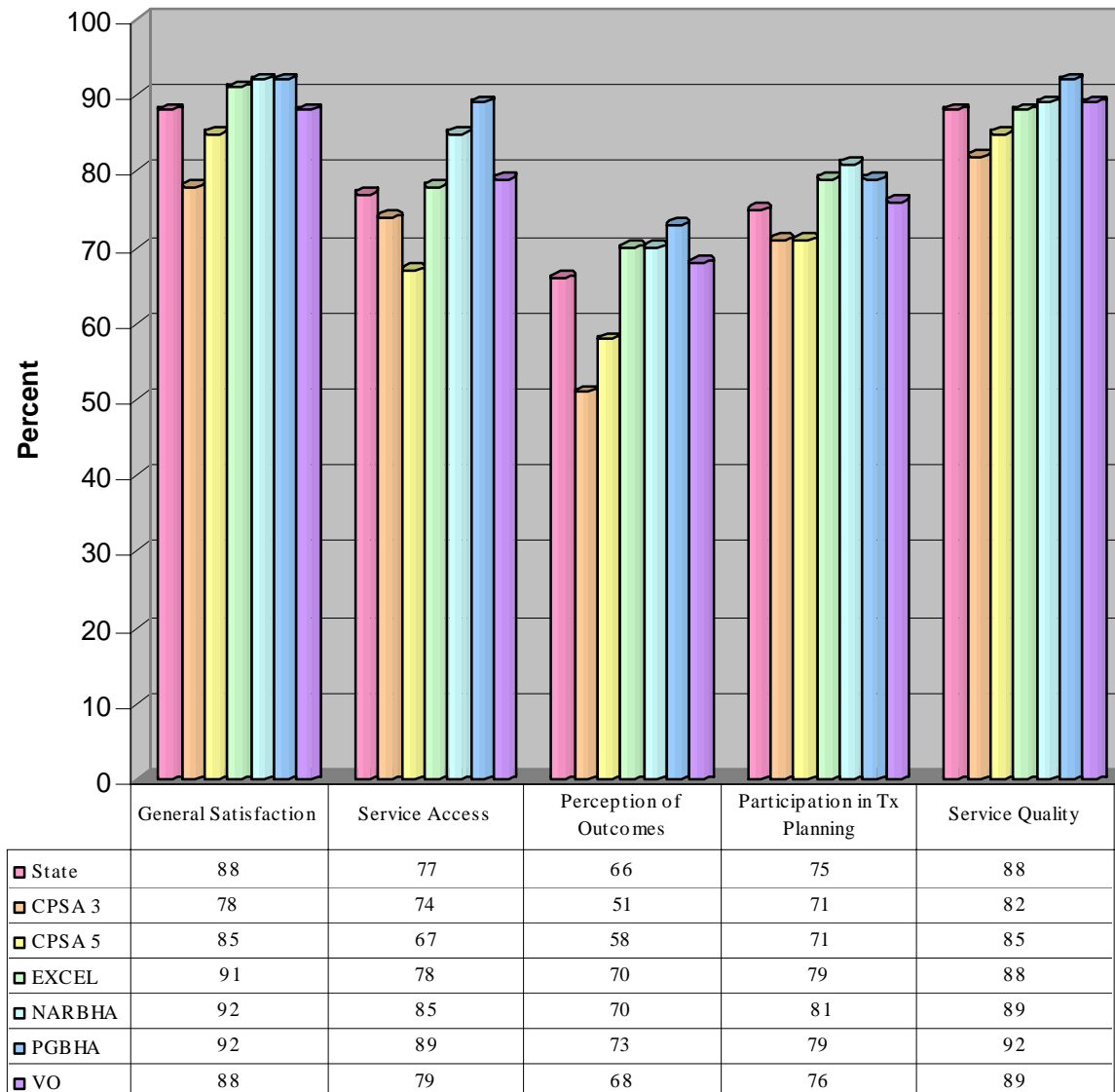


- ◆ Cultural Sensitivity and Participation in Treatment Planning Domains were included in Service Quality Domain in 2001 and were separated out for 2003 with the elimination of the Service Quality Domain.

# OVERALL FINDINGS

## RBHA PERFORMANCE: 2003 Adult Consumer Survey

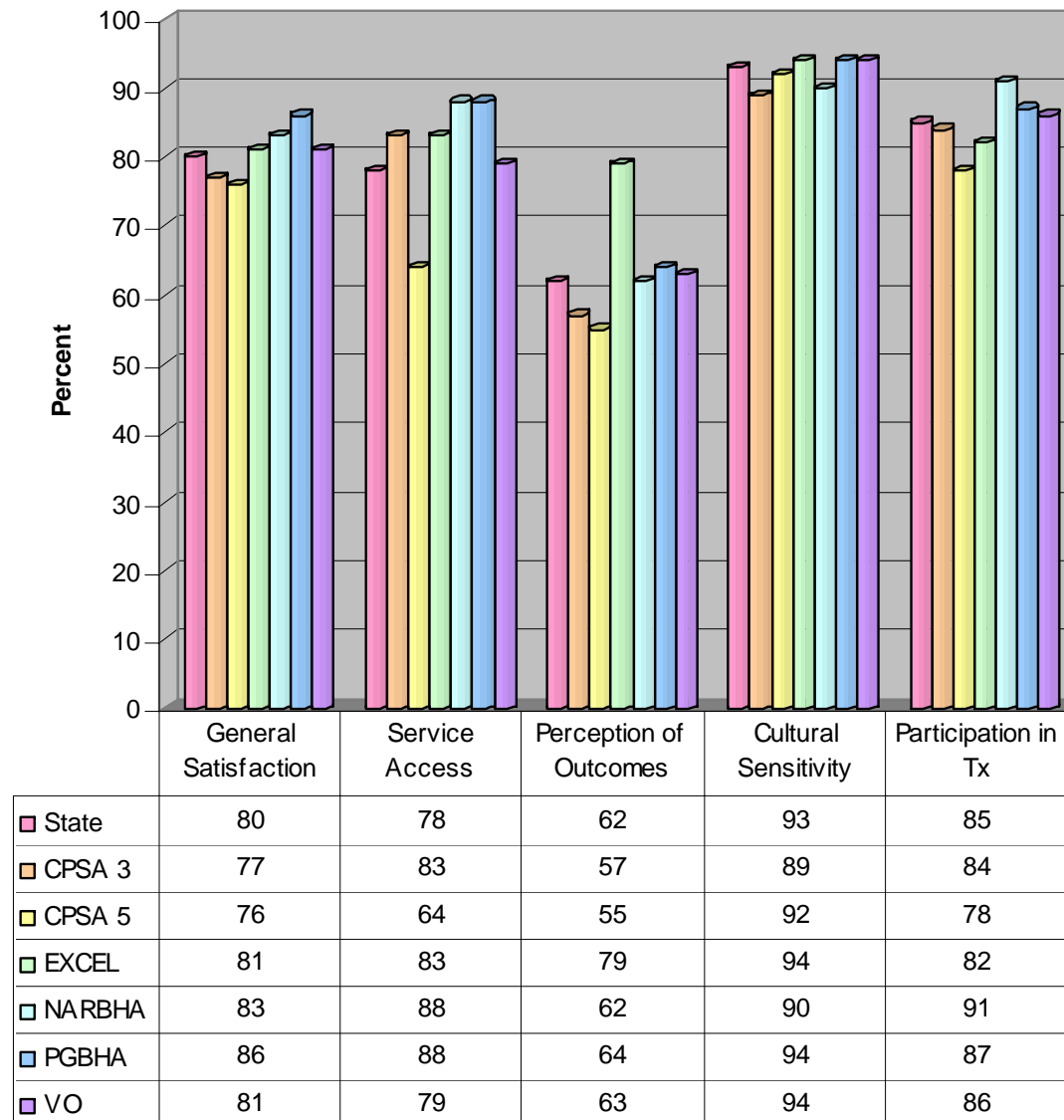
Percent of Respondents with Positive Response



# OVERALL FINDINGS

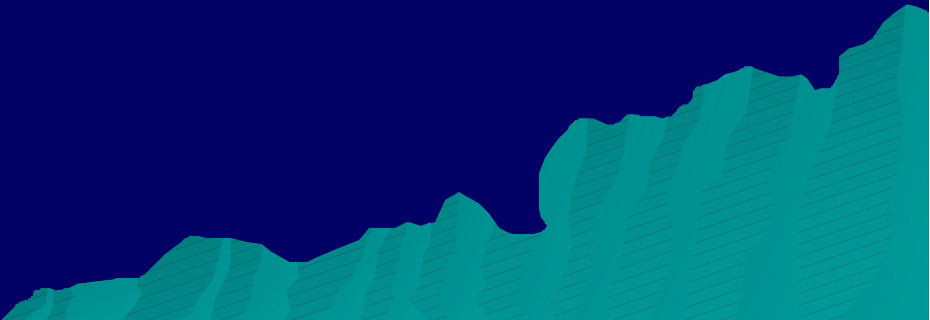
## RBHA PERFORMANCE: 2003 Youth Services Survey for Families

Percent of Respondents with Positive Response






# Pinal and Gila Counties *speak out ...*

- ◆ Total # of adult respondents: 411
  - ◆ Response rate: 82%
  - ◆ Total # of (YSS) family respondents: 392
  - ◆ Response rate: 89%
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- A stylized, teal-colored mountain range graphic is located in the bottom right corner of the slide. The mountains are depicted with simple, jagged outlines and some internal shading to suggest depth and texture.

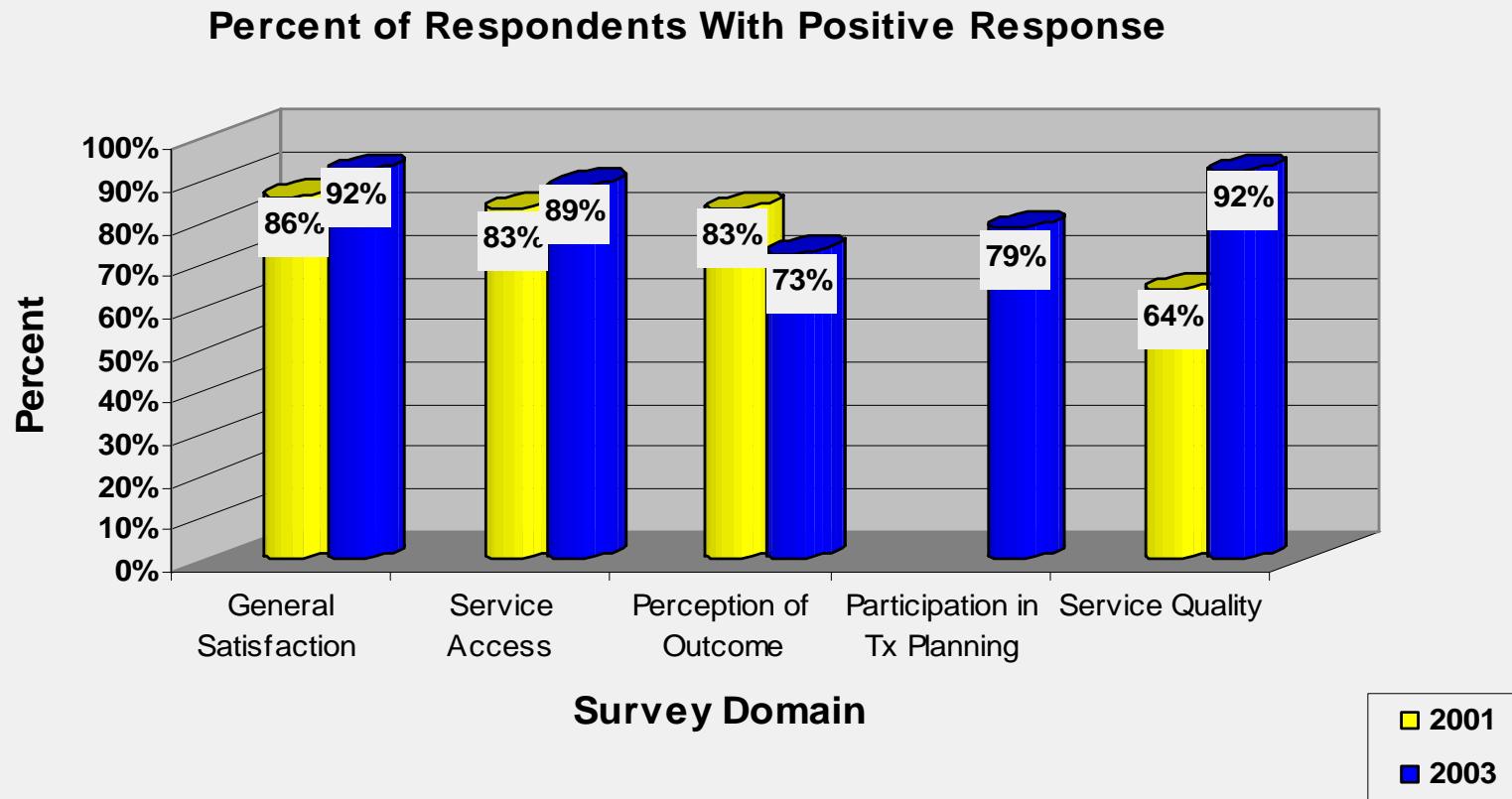
# ADULT CONSUMER SURVEY

## Profile of Respondents

- ◆ Gender: Male 39%      Female 61%
  - ◆ Entitlement: TXIX 89%      NTXIX 11%
  - ◆ Program: SMI 29%      NSMI 71%
  - ◆ Race: White 72%      African American 8%  
Asian 11%      Native American 2%  
Other 7%
  - ◆ Ethnicity: Hispanic 35%      Non Hispanic 65%
- 

# Adult Consumer Survey


## Domain Scores



◆ Participation in Treatment Planning domain was included in Service Quality Domain in 2001 and was separated out for 2003.

# ADULT CONSUMER SURVEY

## Five Highest Scored Items

- ◆ I was given information about my rights.
  - ◆ Services were available at times that were good for me.
  - ◆ I like the services that I receive here.
  - ◆ Staff were willing to see me as often as I felt it was necessary.
  - ◆ Staff encouraged me to take responsibility for how I live my life.
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# ADULT CONSUMER SURVEY

## Five Lowest Scored Items

- ◆ My housing situation has improved.\*
- ◆ My symptoms are not bothering me as much.\*
- ◆ I do better in work and/or school.\*
- ◆ I do better in social situations.\*
- ◆ I am getting along better with my family.

\* Cited in 2001 Five Lowest Scored Survey Items.



# ADULT CONSUMER SURVEY

## Other Findings: Subgroup Analysis With Largest Difference in Percentage of Positive Response

- ◆ General satisfaction:

SMI (89%)

NSMI (93%)

- ◆ Access to Services:

SMI (86%)

NSMI (90%)

- ◆ Quality and Appropriateness of Services:

Male (88%)

Female (95%)

- ◆ Participation in Treatment Planning:

Male (74%)

Female (81%)

- ◆ Perception of Outcomes:

TXIX/XXI (71%)

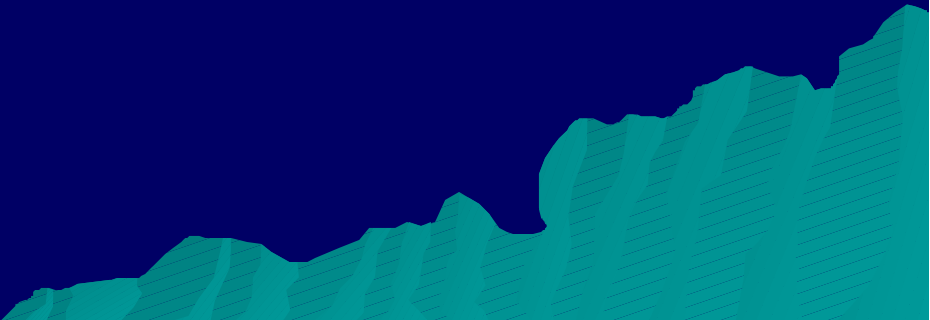
NON-TXIX (87%)

Male (79%)

Female (69%)


## ADULT CONSUMER SURVEY

### Other Findings: Selected State-Added Questions Percent Agreeing to the Statement

- ◆ **Informed Consent:** *If you were given medication for emotional or behavioral problems, did you give consent to the person prescribing the medication?*  
(83%)
  - ◆ **Receipt of Medical Care:** *In the last year, other than going to a hospital emergency room, did you see a doctor or nurse for a physical health check-up, physical exam or because you were physically sick?*  
(82%)
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# YOUTH SERVICES SURVEY – FAMILIES

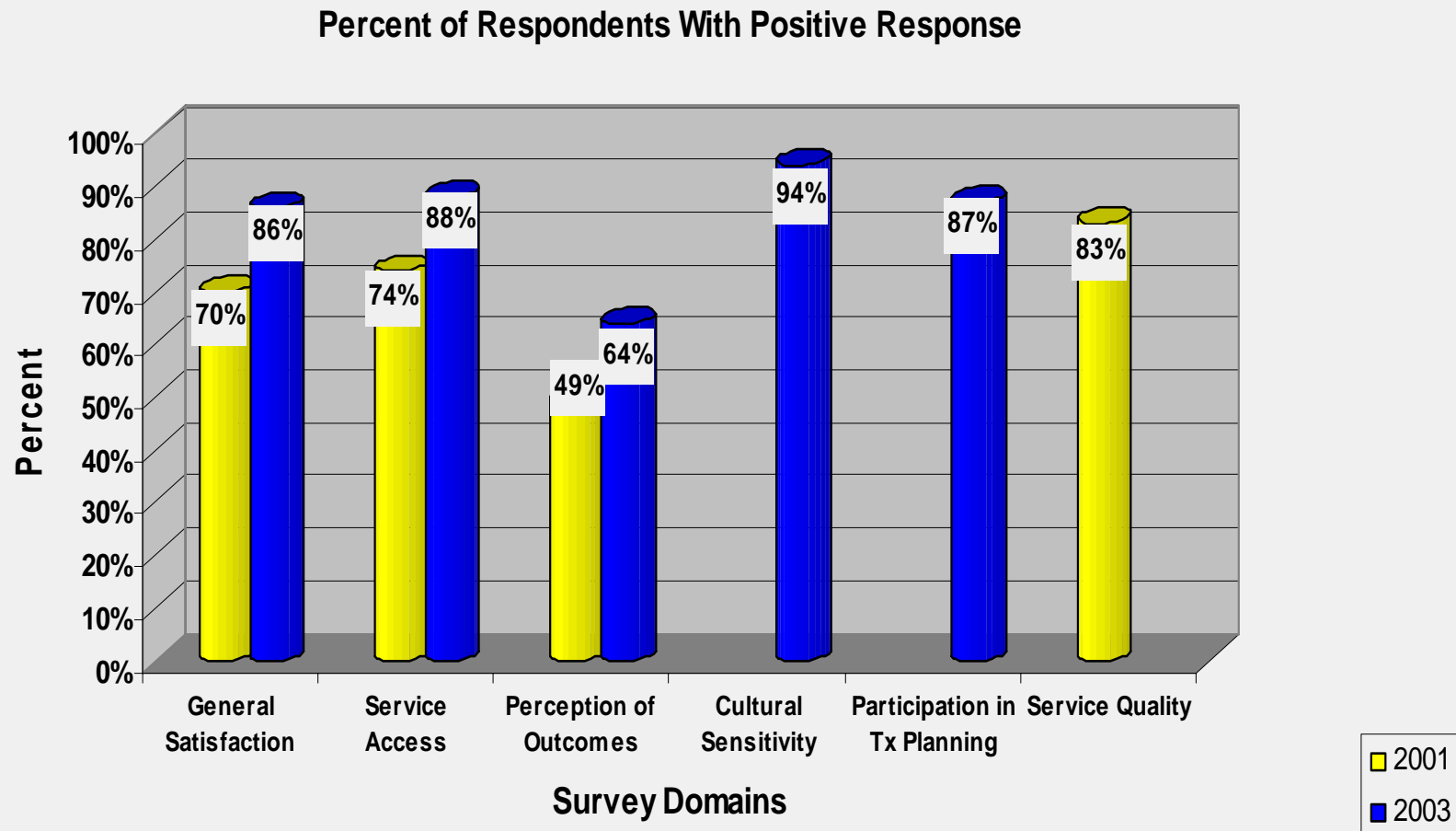
## Profile of Youth Receiving Services

- ◆ Gender: Male 64%                      Female 36%
  - ◆ Entitlement: TXIX 91%      NTXIX 9%
  - ◆ Age: (0-12) 61%                      (13-17) 39%
  - ◆ Race: White 76%                      African American 7%  
         Asian 1%                      Native American 3%  
         Other 13%
  - ◆ Ethnicity: Hispanic 46%      Non Hispanic 54%
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# YOUTH SERVICES SURVEY – FAMILIES

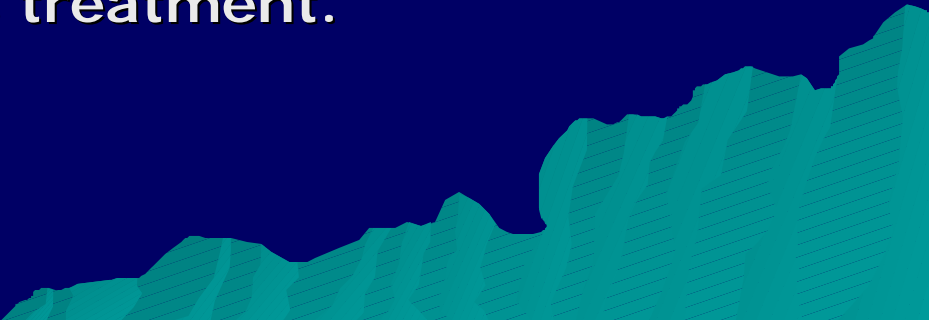
## Domain Scores



◆ Cultural Sensitivity and Participation in Treatment Planning Domains were included in Service Quality Domain in 2001 and were separated out for 2003 with the elimination of the Service Quality Domain.

# YOUTH SERVICES SURVEY – FAMILIES

## Five Highest Scored Items

- ◆ Staff spoke with me in a way that I understood.
  - ◆ Staff treated me with respect.
  - ◆ Staff were sensitive to my cultural/ethnic background.
  - ◆ Services were available t times that were convenient.
  - ◆ I participated in my child's treatment.
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# YOUTH SERVICES SURVEY – FAMILIES

## Five Lowest Scored Items

- ◆ My child is better able to cope when things go wrong.\*
- ◆ I am satisfied with our family life right now.\*
- ◆ My child is doing better in school and/or work.
- ◆ My child gets along better with family members.\*
- ◆ My child is better at handling daily life.

*\* Cited in 2001 Five Lowest Scored Survey Items.*



# **YOUTH SERVICES SURVEY – FAMILIES**

## **Other Findings: Subgroup Analysis With Largest Difference in Percentage of Positive Response**

- ◆ **General Satisfaction:**

All subgroup responses showed clustering.

- ◆ **Service Access:**

TXIX (89%)

NTXIX (94%)

- ◆ **Perception of Outcomes:**

Hispanic (72%)

Non-Hispanic (60%)

Male (62%)

Female (68%)

- ◆ **Cultural Sensitivity:**

Hispanic (99%)

Non-Hispanic (93%)

- ◆ **Participation in Treatment Planning:**

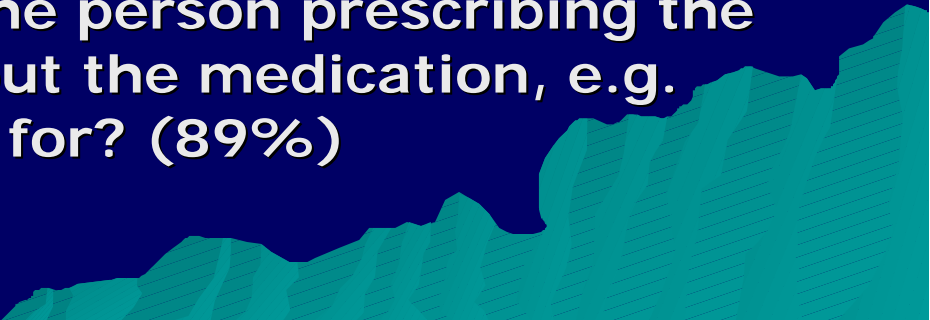
Hispanic (93%)

Non-Hispanic (84%)

# **YOUTH SERVICES SURVEY – FAMILIES**

## **Other Findings: Selected State-Added Questions**

### **Percent Agreeing to the Statement**

- ◆ **My child is staying out of trouble with the law (82%)**
  - ◆ **The treatment team has helped us find people in the community to help support our goals (63%)**
  - ◆ **If your child was given medication for emotional or behavioral problems, did you give consent to the person prescribing your child's medication? (94%)**
  - ◆ **If your child was given medication for emotional or behavioral problems, did the person prescribing the medication inform you about the medication, e.g. what side effects to watch for? (89%)**
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# CONSUMER COMMENTS

What have been some of the most helpful things about the services you (your child) received over the last 6 months?

- ◆ Themes (Adult and YSS-Families)
  - Satisfaction with services provided
  - Accessible services & convenient appointment times
  - Medication access & low cost\*
  - Transportation helpful
  - Home visits by counselors

*\*Item was cited in 2001 Survey.*



# CONSUMER COMMENTS

What would improve the services that you (your child) received here?

## ◆ Themes (Adult and YSS-Families):

- Difficulty accessing services
- Dissatisfaction with the quality of care
- Difficulty obtaining outside referrals
- High staff turnover\*
- Location not convenient
- Transportation services not adequate

*\*Item was cited in 2001 survey.*




# STATE REPORT FEATURES

- ◆ Other available data:
  - By survey item
  - By subgroup (gender, race, ethnicity, age groups, SMI and Non-SMI)
  - Respondent profile
  - Thematic analysis of consumer comments by RBHA
- ◆ Title XIX/XXI Survey Analysis
- ◆ Benchmarking with Other States
- ◆ Benchmarking with Past Survey Performance
- ◆ Lessons Learned from the TRBHA Pilot Survey
- ◆ Survey Limitations, Issues and Problems



## NEXT STEPS

- ◆ Disseminate survey results to stakeholders
  - ◆ Use data in provider network development, quality improvement initiatives, program/service evaluation
  - ◆ Use the results to work with respective provider agencies in the development of new and strengthening of existing performance improvement initiatives
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The End

